

Newton Free Library

City of Newton Performance Management
July 2011 Scorecard



Traffic Light Key

Green = actual value meeting or exceeding the target
Yellow = actual value within 10% of meeting the target
Red = actual value more than 10% away from meeting the target



Trend Key

Up = actual value has improved since last reporting period
Right = actual value has stayed the same since last reporting period
Down = actual value has worsened since last reporting period

Metrics measured monthly unless otherwise noted

Traffic Light	Trend	Performance Metrics	Actual	Target	Variance
1. Provide patrons with up-to-date and relevant collections and resources					
		Main Library circulation	141,122	150,000	8,878
		Interlibrary Loans (updated yearly in July)	164,000	169,504	5,504
		Overall Total Circulation including Interlibrary Loans, ebooks, and downloadable audio (updated yearly in July)	1,903,651	2,002,327	98,676
		Percentage of Newton residents that have library cards (updated yearly in July)	55.4	60	5
		% of total circulation from Newton's collection (updated yearly in July)	92	94	2
2. Provide enhanced access to library resources and services					
		Percentage of circulation using Express Lane checkout	24	25	1
		Total log ins to library homepage	46,243	48,000	1,757
		% of time 14 sign up computers are in use	43	55	12
3. Serve as curator and partner in the pursuit of information, entertainment and culture.					
		Total visitors to the library	58,003	61,000	2,997
		Total programs	64	60	4
		Total patrons attending programs	1,943	1,700	243
		% of children's program attendees completely satisfied according to survey	100	95	5

Notes

The yearly totals in Section 1 are final results from FY11.